Rectification of faults in landline telephone

2949. SHRI LALIT SURI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that MTNL's promise to rectify the fault of landline basic telephones within 24 hours is proving to be a farce, notwithstanding computerization of the '198' service, the faults are not rectified for days and weeks and the subscribers continue to suffer; and

(b) whether Government propose to order an independent survey through a private agency into this muddle of the MTNL and take action to ensure rectification of faults within 24 hours?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI SUMITRA MAHAJAN): (a) Sir, in MTNL, Delhi, about 50% faults are being rectified on same day and 70% by next day from the booking of complaints. In MTNL, Mumbai, 64.4% faults are being cleared on the same day and 83.2% faults are cleared by the next day. Delay in rectification of faults in some cases is due to multiple underground cables faults, theft of underground cables exposed during developmental works, subscribers premises found closed, faults in conduit/subscribers own wiring etc.

(b) No, Sir. Independent survey is being carried out by Telecom Regulatory Authority of India (TRAI) through private agency. Action taken to ensure quick rectification of faults are given in the enclosed statement.

Statement

Action taken to ensure quick rectification of faults

(a) Computerised fault reporting system is introduced, which helps in booking, testing and sending the faults to the concerned line staff.

(b) Line staff is provided with pagers for easy communication and follow up with the testing staff for speedy clearance of faults.

(c) Subscriber loop length being reduced by planning more Remote Subscribers Units (RSUs)/Remote Line Units (RLUs)/ Digital Loop Carriers (DLCs).

(d) Overhead wires are minimized by introducing 5 pair cables and wall Distribution Points (DPs).

(e) Rehabilitation work in respect of leading in cables and rewiring of multi-storeyed buildings is being done.

(f) Paper core underground cables are being replaced by Jelly Filled Cables/Optical Fibre Cables with DLCs.

(g) All the electro-mechanical exchanges and analog electronic exchanges in MTNL, Delhi and Mumbai have been replaced by digital electronic exchanges.

Discontinuation of STD call details in Bills

2950. SHRI LALIT SURI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that MTNL has discontinued providing details of the STD calls to the subscribers in their monthly telephone bills in Delhi, as a result, the subscribers remain unaware of any breach of their STD secret code; and

(b) whether Government propose to direct the MTNL to revive the old practice for the sake of transparency and benefit of the subscribers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI SUMITRA MAHAJAN): (a) Sir, the details of the STD/ ISD calls are being provided to the subscribers in their monthly telephone bills in Delhi on request.

(b) Does not arise in view of (a) above.